Rule CIC140: The number of transaction errors is high

Finding: CPExpert has determined that the number of transaction errors is high for the indicated terminal.

Impact: This finding should normally have a LOW IMPACT on the performance of the CICS region. However, the finding potentially can have a HIGH IMPACT if the finding results from an attempt to bypass security controls.

Logic flow: This is a basic finding, based upon an analysis of the daily CICS statistics.

Discussion: Transaction errors are errors in which the transaction associated with a particular terminal could not be started. This means that:

- A transaction identifier had not been defined in the CICS System Definition (CSD) data set or in the Program Control Table (DFHPCT).

- The operator did not have the proper security access to enter the transaction.

- The transaction had been disabled.

CPExpert produces Rule CIC140 when the number of transaction errors for any particular terminal exceeds the value specified for the TRANSERR guidance variable in USOURCE.CICGUIDE.

Suggestion: CPExpert suggests that you determine why the terminal operator at the indicated terminal caused the transaction errors.

- The transaction identifier might not have been properly defined in the CSD data set or in the PCT. This situation is unlikely to occur often, since the problem would be immediately apparent and would be quickly corrected.

- The terminal operator might not have the proper security to enter the transaction. This situation could be serious, since it could indicate that attempts are being made to bypass security controls.

- The terminal operator may have entered the transaction identifier in error. Additional operator training may be indicated if the application system is new or if the operator is inexperienced.

Reference: *CICS/OS/VS Version 1.7 Performance* Guide: page 58.

CICS/MVS Version 2.1.2 Performance Guide: page 385.

CICS/ESA Version 3.1.1 Performance Guide: page 134.

CICS/ESA Version 3.2.1 Performance Guide: page 344.

CICS/ESA Version 3.3.1 Performance Guide: page 364.

CICS/ESA Version 4.1.1 Performance Guide: Appendix A.1.28.

CICS/TS Release 1.1 Performance Guide: Appendix 1.1.26.

CICS/TS Release 1.2 Performance Guide: Appendix 1.1.27.

CICS/TS Release 1.3 Performance Guide: Appendix 1.1.30.

CICS/TS for z/OS Release 2.1 *Performance Guide*:Appendix A (Table 126).

CICS/TS for z/OS Release 2.1 *Performance Guide*: APPENDIX 1.1.30.2 |

Rule CIC140.2